

STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION
HEALTH CARE MANAGER

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under ER 2.04, Wis. Adm. Code, for making classification decisions relative to present and future professional supervisory and management positions located within the Department of Health Services, Division of Health Care Access and Accountability, which function as Health Care Managers. This classification specification is not intended to identify every duty which may be assigned to positions, but is intended to serve as a framework for classification decision making in this occupational area.

Classification decisions must be based on the "best fit" of the duties within the existing classification structure. The "best fit" is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This classification encompasses professional supervisory and management positions located within the Department of Health Services, Division of Health Care Access and Accountability, which function as Health Care Managers. These positions manage and administer health care financing-related programs; and meet the statutory definitions of supervisor and management as defined in s. 111.81(19) and (13), Wis. Stats. Positions in this classification are responsible for program planning, policy and procedure input and development, budget development, and supervision of staff within their respective program area.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions located outside of the Department of Health Services or positions which do not function as Health Care Managers for a majority of the time.
2. Positions that do not meet the statutory definitions of supervisor and management as defined in s. 111.81(19) and (13), Wis. Stats.
3. All other positions which are more appropriately identified by other classification specifications.

D. Entrance Into This Classification

Employees enter positions within this classification by competition.

II. DEFINITION

HEALTH CARE MANAGER

The positions allocated to this classification function as Associate Administrators, Bureau Directors, and Deputy Bureau Directors in the Division of Health Care Access and Accountability (DHCAA). Associate Administrators report to the DHCAA Division Administrator, Bureau Directors report to a DHCAA Associate Administrator; Deputy Bureau Directors report to the respective Bureau Directors. These positions manage the daily activities of the division and bureau's programs in primary and acute care, Medicaid audit, nursing home reimbursement, income maintenance, managed care, disability determination, prior authorization, health information, and bureau operations. These positions are responsible for managing programs that provide access to health care for low income and medically needy persons.

Representative Positions:

Bureau of Operational Coordination, Bureau Director: This position has primary responsibility for oversight of all major projects, both IT and programmatic, as well as managing those tasks and functions that cross bureau lines. Specifically, this position oversees and manages the following: IT portfolio management; approval and prioritization of IT projects involving CARES, ECF, ACCESS, Interchange, and other DHCAA administered systems; vendor management and MOUs with other state agencies; coordination of System Development Efforts across DHCAA; providing capacity for specific research and statistical reporting, including overall responsibility for MEDS, FoodShare and Income Maintenance (IM) Data Warehouses; all ad hoc reporting for the Division; coordination of the Division's efforts associated with counties and tribes; IM contracts and funding; procurement, Human Resources and IT Infrastructure (LAN, etc.) activities; tracking of administrative budgets and expenditures; and resources (vendor, internal, etc.) needed to implement initiatives and meet programmatic and operational requirements. The Bureau Director also provides first-line supervision to the Deputy Bureau and three Section Chiefs.

Milwaukee Enrollment Services Bureau Director (Chief Executive Officer): This position is responsible for the development, revision, and implementation of Wisconsin Income Maintenance programs and eligibility policies for Milwaukee County in order to assure compliance with changing federal regulations and state laws. As Chief Executive Officer (CEO), this position also manages the Income Maintenance service delivery system for Medicaid and FoodShare, including developing and monitoring contracts with local agencies and with the vendor responsible for maintenance of the CARES eligibility system; developing and issuing communications on policy and procedures to all bureau eligibility workers, providing information for program participants and the general public and conducting outreach efforts to promote the value of health and nutrition assistance programs for eligible families and individuals. The CEO is responsible for assuring ongoing compliance of Income Maintenance eligibility and FoodShare policies with federal regulations and state laws and promoting cost containment and administrative efficiencies. Under the general supervision of the Administrator of the Division of Health Care Access and Accountability, other responsibilities of this position include providing leadership and fostering the development of collaborative environments at the state and local level with respect to eligibility policy and operations; coordinating and directing major department and inter-departmental policy and systems development needed for program implementation; providing state level inter-agency, local government,

federal government and private sector liaison on program initiatives; and developing contracts to assure access and entitlement to the Income Maintenance programs for Wisconsin's citizens.

Bureau of Program Integrity, Deputy Bureau Director: The Deputy Director acts on a daily basis as the Chief Operating Officer in a complex organization. This position is responsible for directing, coordinating, planning, monitoring and evaluating the operational activities of all Sections and administrative support staff and the functions required to meet all bureau operational and programmatic priorities, goals, and objectives. This includes the areas of human resources, fiscal, space and telecommunications, IT, and administrative support as well as providing expertise and coordination of policy development and implementation, project management, and other services required for the effective and efficient management of the bureau. This position represents all units' interests and performance at the Divisional level and with State, Regional and Central Offices of the Federal Social Security Administration. The Deputy acts on behalf of the Bureau Director in his or her absence or as directed.

Associate Administrator – DHCAA: Under the broad direction of the Administrator of the Division of Health Care Access & Accountability (DHCAA), the Associate Administrator is responsible for the planning, development, implementation, organization, evaluation and overall direction of every aspect of program and administrative infrastructure services (Bureau of Operational Coordination) as well as Income Maintenance programs (Milwaukee Enrollment Services & Enrollment Services Center) and disability determination (Disability Determination Bureau). The Administrator and Associate Administrator have responsibility for administering all Federal and State laws, regulations and requirements governing the federal/State Income Maintenance and Federal SSI programs. This position is responsible for over 500 highly diverse and technical State and County staff including managers, program and budget analysts, auditors, medical professionals, eligibility and disability determination specialists contract managers, systems analysts, and support professionals. The Associate Administrator is responsible for effectively recommending the hiring, firing, promotion, suspension, evaluation, discipline and adjustment of grievances of all employees.

III. QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

IV. ADMINISTRATIVE INFORMATION

This classification specification was created effective October 12, 1997, as part of the new Senior Manager Program and resulted from the collapsing and abolishment of the Health Care Financing Manager 1 and 2 classifications (see Bulletin CC/SC-76). The classification specification was modified effective June 15, 2003, and announced in MRS-SC-163 to reflect the creation of the Associate Administrator positions. The classification specification was modified to change the Associate Administrator positions to Deputy Administrator and to remove the bureau names from the specification effective September 5, 2004, and announced in Bulletin OSER-0051-MRS-SC. The classification specification was modified to remove the Deputy Administrator – DHCF from the specification effective May 15, 2005, and announced in Bulletin OSER-0063-MRS-SC. The Deputy Administrator – DHCF position is classified as a Deputy Administrator, Department of Health and Family Services.

The classification of Health Care Financing Manager was abolished and recreated as Health Care Manager effective September 13, 2009, and announced in Bulletin OSER-0250-CLR/SC to accommodate the renaming of the Department of Health & Family Services to the Department of Health Services and the Division of Health Care Financing to the Division of Health Care Access and Accountability. Deputy Bureau Director positions were included and representative positions were added to the specification.

The specification was modified effective September 12, 2010 and announced in Bulletin OSER-0272-CLR/SC to add positions that function as an Associate Administrator.

CC/JJ/PLW
03790